



DEQ 101

INFORMATION TECHNOLOGY



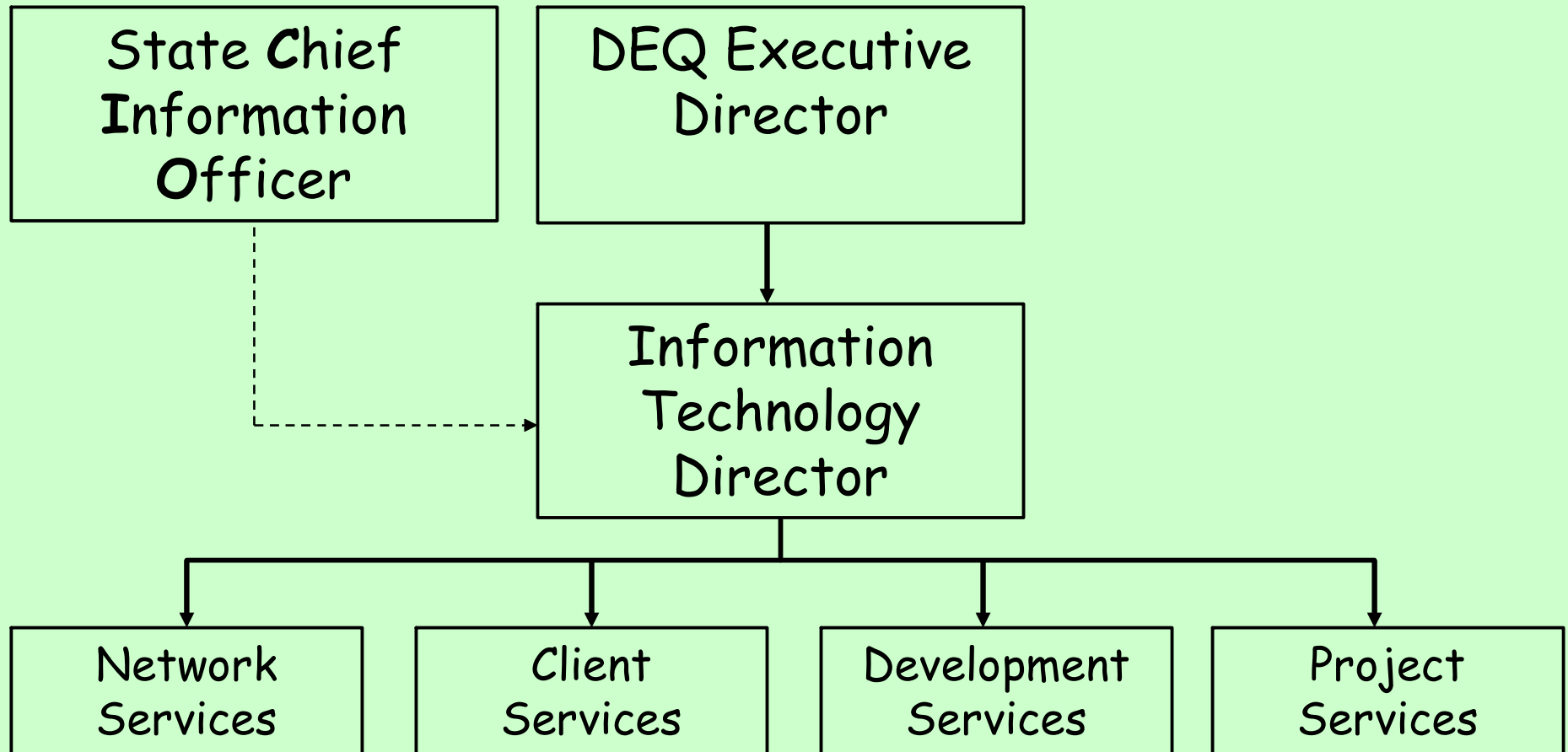
Ryan Walker,
Director

OUR GOALS

- Assist employees to be as productive as possible using technology resources.
- Make DEQ information available to interested parties that is accurate and timely.



IT ORG CHART



Network Services

Three Positions

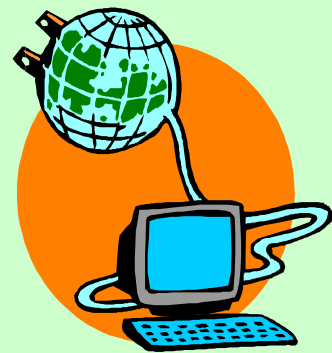
Server operating systems

Delivery of software to desktop via launcher

Internal and external communications

Printer support

Network monitoring



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Client Services

Three Positions (Plus Positions in Several Divisions)

Support desktop, laptop and other computers

- Hardware evaluation and support
- Desktop application support
- User training

Support for other IT devices (PDAs, etc.)

Security administration



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Development Services

Five Positions (Plus Positions in Several Divisions)

Develop enterprise applications

Maintain/enhance existing applications

Maintain/administer enterprise databases

Help set programming/database standards

Assist in communications to EPA (NODE)

Support DEQ web server



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Project Services

One Position

Lead IT Projects

Assist with supervision of other IT positions

Coordinate with IT Contractors & Consultants

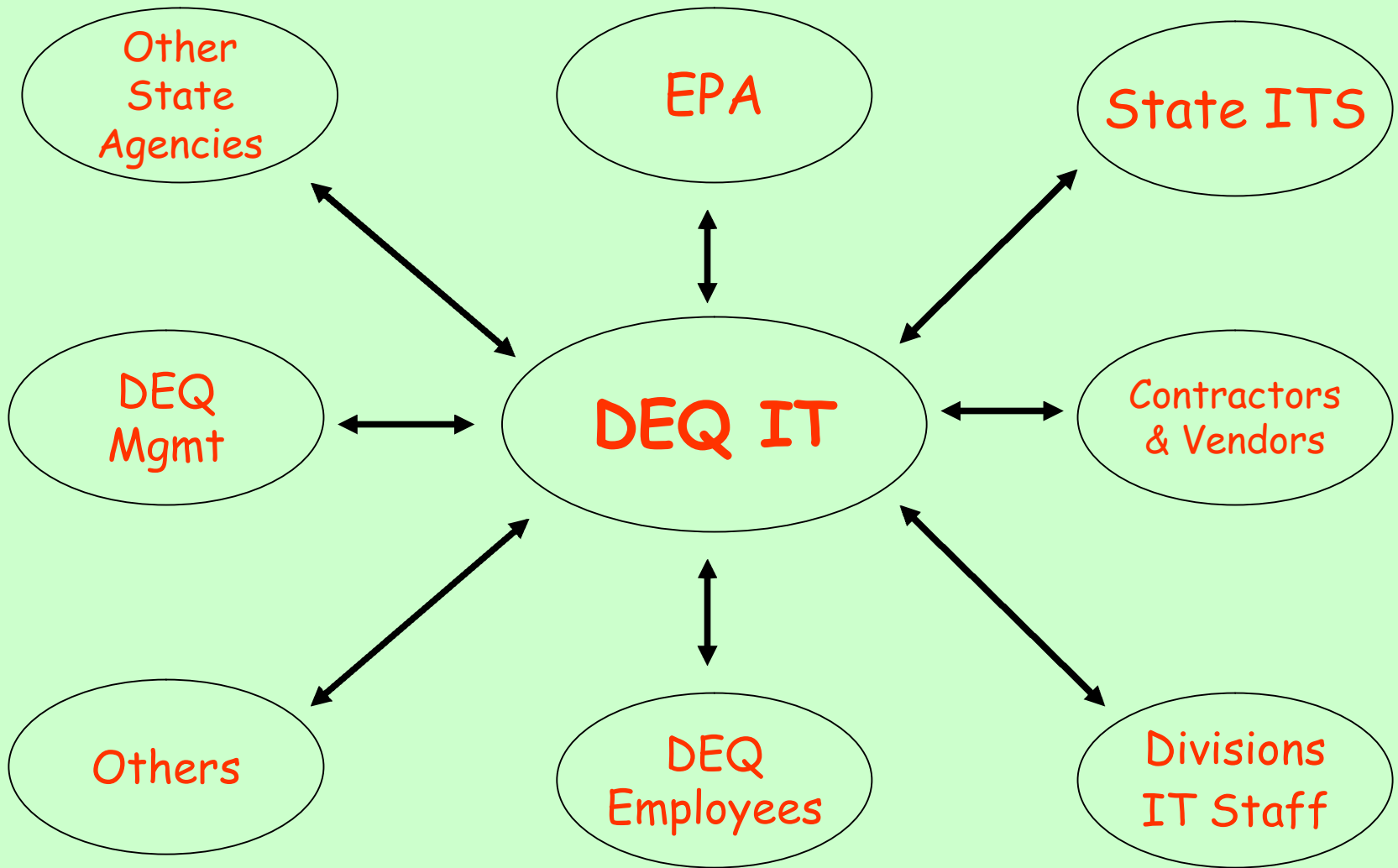
Help set programming/database standards









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PARTNERSHIPS



SERVICES







-  Provide connectivity to the "outside world"
-  Provide e-mail
-  Keep computers running, in good repair and patched with anti-virus software current
-  Create department-wide applications
-  Create program specific applications
-  Maintain "Single Call" support



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MORE SERVICES...

-  Provide data security (on the network)
-  Provide nightly backup of all data files
-  Provide offsite access to e-mail and data
-  Support for teleworkers
-  Support PDAs, tablet PCs, laptops and other wireless devices
-  Other technical support and advice



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ACCOMPLISHMENTS

Department-wide virus protection

High speed network with file and print sharing

Off-site e-mail, file and application accessibility

Application deployment coordination

Hardware and Application standardization



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ISSUES AND CONCERNS

Keeping customer satisfaction high

Licensing software

Following and enforcing state IT standards

Delivering products on a timely basis

Keeping network, applications and e-mail available 24X7

Managing virus, worms, "misbehaving" programs



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MORE ISSUES AND CONCERNS . . .

Developing applications and databases to allow information to be shared across divisions, with EPA, and with the Public

Providing adequate IT resources to meet DEQ programmatic needs

Complying with the State of Utah Acceptable Use Policy

Obtaining adequate employee training to stay current with technology (for all employees as well as IT employees)



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